Mustang Public Schools
Parent Portal Login, District Code, Passwords, and FAQ

Mustang Public Schools

PowerSchool SIS

Student and Parent Sign In

Username

Password

Forgot Username or Password?

Sign In

- **If you need a Parent Portal account login or you need to add a student to your existing account, PLEASE EMAIL psppsupport@mustangps.org.**
- Receive a reminder or reset your Username or Password by clicking on the **Forgot Username or Password** above. If you don't think you have received a reminder or reset email, please check your SPAM folder.
- If you have tried to reset your username or password and still need assistance, please email psppsupport@mustangps.org.

Privacy Policy

Q: What is the PowerSchool Parent Portal?

A: The parent portal is an online portal accessible anywhere on the web that custodial parents can log in to and see all of their children in one place, their grades, assignments, scores, attendance, schedules, and school bulletins for each school your children attend. If you have one student in middle school and one in high school, parents will see information for both the middle school and high school.

Q: How do I log into PowerSchool?

A: PowerSchool accounts are created by the Parent Portal support team for all new students as a part of the enrollment process. Parents of Existing Students can email psppsupport@mustangps.org to get a Parent Portal account created or add another student to their existing account. Identification as a custodial parent will be required.

Q: How can I find my account information?

A: Parent Portal Login information is emailed to the enrolling parent at the time of New Student Enrollment OR as account creation is requested via psppsupport@mustangps.org. The email from the Parent Portal support team contains the following information.

Welcome to Mustang Public Schools Parent Portal. We are pleased to provide access to your student's current school and student information. PowerSchool has introduced a new single sign on for parents. This means that parents can have one login to access all of their students' grades and attendance in one place. While elementary students' grades are not available, you will be able to see attendance. Also, parents and guardians will no longer have to share logins as each parent or guardian can set up his or her own unique login and password.

To access your account:

Go to the Mustang Public Schools website at https://ps.mustangps.org/public/ and sign in using a computer or tablet/iPad. <u>You cannot use a phone to sign in for the first time.</u>

User Name: _____

Password: _____

Use your account information to login. Once logged in you will be prompted to reset the password. You can manage your account by clicking the Account Preferences button. If you have more than one student, you will see buttons to switch between your students' information. Click the Info Center Icon, choose the preferences tab and make your selection.

*InTouch will be available after 24 hours if you are logging into your Parent Portal account for the first time.

If you have a question about your student's grade in a particular class, you can email the teacher by clicking on the teacher's name

– Parent Portal Support Team

Once your account is created, if you need assistance with your account information, your student's school site staff can help. They will verify your identity to help protect student data and privacy. If your student's school site staff are unable to assist, please email psppsupport@mustangps.org with a copy of your Driver's License.

Q: How do I find the Parent Portal Sign in page?

A: Each school or district has their own parent portal login page. A direct link to the Parent Portal login page can be found on the District webpage (Mustangps.org) under "Families & Students" Header > Click on **Parent Portal.** The direct URL is https://ps.mustangps.org/public/

Q: How do I reset my password?

A: Parents can reset their password through the website as long as the district has enabled this feature. If you encounter any difficulties with the following instructions, please reach out to your school or district for further assistance.

To reset passwords from your district's Parent Portal sign in page:

1. Click the link _Forgot Username or Password_
2. Enter the username and email address for your account, then click Enter
3. You should receive the email as an email from your school. If you aren't seeing the email, check your Junk or Spam folder
4. Click on the password reset link in the email you receive.
5. Enter a new password
6. Log in to the website to verify the password has been successfully reset and is working
7. Log in to the app

If a parent needs further assistance with resetting their password, they can email psppsupport@mustangps.org for assistance.

Q: How can I add a second student to my parent account?

A: If you are unable to see all of your students via the Tabs across the top of your Parent Portal Account, please email psppsupport@mustangps.org to request additional students be added to your account. Only Parents and Legal Guardians can access student information. Step-children cannot be added to a Step-Parents account.

Q: How can I change the email address for my parent account?

A: This can be changed through your Parent Portal account.

1. After signing in to the web portal, click **Account Preferences** on the left menu
2. Select the **Profile** tab
3. Change email entered on this page and click **Submit**

Note: Your district may have disabled the setup screen. If so, please contact your school administrator directly. Mustang currently has this feature enabled for parent's convenience. If you need assistance, you can email psppsupport@mustangps.org.

Q: When I try to look at a particular feature, such as GPA, I'm seeing a message stating the feature is "disabled." How can I fix this?

A: Features such as GPA, assignment grades, and schedule are configured on a school-by-school basis by your school district's administrators. If you believe a feature may have been disabled or left disabled unintentionally, reach out to your district and let them know.

Q: What is the PowerSchool (Parent Portal) Mobile App and how do I download it?

A: The PowerSchool Mobile App gives parents and students instant access to information they need to stay up-to-date on student grades, performance, and attendance.

- Receive real-time push notifications with updates about grades, scores, attendance, assignments, teacher comments, daily bulletins, schedules, and fee transactions
- Access all of your children in one portal
- View grades, assignments, attendance, GPA, and more
- View announcements from schools
- Designed for iPhones/iOS, tablets, and Google/Android devices

Download the app from the [Apple App Store](#) or [Google Play for Android](#) devices.

Note: Assistance and support for the PowerSchool Parent Portal Mobile App is provided by PowerSchool Customer Support only. Click the Help button once you are logged in to get assistance from PowerSchool Customer Support.

Q: How can I find my District Code?

A: The District Code can be found by signing in to your school's web portal. When you sign in, the District Code should be visible in the black box located in the lower left-hand corner. You can also use the app to determine the District Code.

To use the app to determine the District Code:

1. Tap Where is my district code? just below the District Code entry boxes
2. Tap Search for Your District at the bottom of the screen
3. Enter your school's URL into the third box
4. Tap Submit

Mustang's District Code is BZRM

Q: How do I use the PowerSchool Mobile App?

A: Watch our quick video on how to use the PowerSchool app. Find out how to check grades, add students, and more.

WATCH VIDEO

Q: When I try to sign in on the PowerSchool Mobile app I'm getting the error "Invalid Username or Password." How can I resolve this?

A: First, log into your Parent Portal account on a computer or web browser. While you are there, double-check the district code. If you are able to log into the website, but not the app, this may be due to a capitalization error. The website is not case sensitive in the username field, but the app is. If your school supports resetting your password

via the website, you can check your username in a similar fashion. You can also check with your school to determine the correct capitalization.

To request your exact username:

1. Navigate to your school's Parent Portal sign in page
2. Click the link Forgot Username or Password?
3. Click on the Forgot Username? tab
4. Enter email address, and click Enter
5. You should receive an email from your school with the correct capitalization of your username.

If you have verified the capitalization and can sign in via the website, send us an email at mobile.support@powerschool.com, noting the steps you have taken so far.

Q: What is the PowerSchool Student Portal?

A: The student portal is an online portal accessible anywhere on the web that students can log in to and see their grades, assignments, scores, attendance, schedules, school bulletin, and more. Student login information is available on the Student's Schedule printed from PowerSchool. For further assistance, students can see their site Media Director.

Q: How do I find the PowerSchool for Students URL?

A: Each school or district has their own student portal. A direct link to Student/Parent Portal can be found on the District webpage (Mustangps.org) under "Families & Students" Header > Click on Parent Portal. The direct URL is https://ps.mustangps.org/public/

Helpful Things To Remember:

- If you need to set up a Parent Portal, Add a student to your current Parent Portal or need other assistance, you can email psppsupport@mustangps.org, and the Parent Portal support team will assist you.
- If you are having issues with the Mobile App, and have followed the instructions listed out above, please contact mobile.support@powerschool.com and a PowerSchool Customer Support employee will assist you.

- A Parent Portal Account is separate from a PowerSchool Online Enrollment Account. They are not the same.
- Parent Portal does not store grades for students in PK - 4th Grades. However, attendance information along with other features are still available.
- Student ID Numbers (Local ID, also known to students as their lunch number) and State Testing Number (STN), used to access the Oklahoma School testing Program Portal, are located in the Header of all student pages in Parent Portal.
- At certain times throughout the year, some Parent Portal features may be available, such as:
  - Class Registration - enabled for parents to complete the upcoming school year's Class Registration once the upcoming Online Re-Enrollment has been submitted. It will not be available until the online re-enrollment has been completed. This feature is specific to grades 6-12 only.
  - Forms - certain forms **may be** available for Parents and Students throughout the year and can be accessed through Parent Portal. Forms can be student and site specific, so one child may have a form available, while another child may not.